

## Analysis of The Influence of Work Environment, Job Satisfaction and Work Load on Employee Performance at the East Belitung District Health Office

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### ABSTRACT

The extent to which an employee contributes to the organization they work for typically determines the success of that organization. In certain businesses, one of the main factors influencing a company's success is employee performance. The level of productivity that you desire is contingent upon the performance of your employee. The purpose of this study was to determine whether there is an effect of work environment, job satisfaction, and workload on employee performance at the Belitung Timur District Health Office. Either simultaneously, partially, or dominantly. So that the research can be taken into consideration for the Health Office of East Belitung Regency to understand what factors can affect the Employee Performance of the East Belitung Regency Health Office. Based on the study's findings, it was determined that the independent factors had a significant impact on the dependent variable, either concurrently or partially. Based on the study's findings, workload is the major variable. Based on the test results, the independent variable's contribution to the dependent variable is explained by the R square value of 91.9%.

## INTRODUCTION

An organizations or companys core is its human resources. The organization needs to have highly skilled and competent staff in order for all business operations to run smoothly. It also needs to make an effort to manage the business as efficiently as possible in order to raise employee performance. Performance is the degree of task completion success and the capacity to meet predefined objectives. When the intended goals are successfully attained, performance is deemed good and successful. Employee development initiatives are the main component of an organization's quality improvement strategy and competency framework for raising performance levels.

The success of the latter is usually determined by the extent to which employees contribute to it. In certain businesses, one of the main factors influencing a company's success is employee performance. The level of productivity that you desire is contingent upon the performance of your staff. Businesses have used a range of tactics to guarantee that employees give their all in their respective fields. Employees must do more than just work; they must also provide outstanding work and fully commit to the company where they work. Task performance is largely determined by an individual's capacity to complete tasks, as demonstrated by their behaviors (Darajat, 2020).

The development of human resources is essential to an organization's success. To attain the desired performance, the firm must always manage and prioritize its superior and quality people resources. In order for employees to have attitudes and behaviors that can serve, protect, and promote the physical and spiritual wellbeing of the community, it is imperative that human resource quality be improved (Ariani, DR, 2020:75).

One factor that influences how successful an organization is is employee performance. Hersey and Blanchart in Nursam (2017) assert that the aptitude and drive of a worker dictate their level of productivity. To complete a task or work, a person must be able and willing to exert a certain amount of effort. All businesses expect their employees to succeed because they will be the ones making the biggest contributions to the company. Additionally, having high-achieving employees might contribute to the success of the organization. If the company's human resources—that is, its people—are managed properly, the business will continue to function as intended. Stated differently, the quality of an organization's workforce determines its viability.

Many factors, including job satisfaction, motivation, leadership, work environment, discipline, culture, communication, dedication, position, quality of work life, training, and workload, among many others, can have an impact on performance. Even while all of these factors matter, depending on the situation, some are more crucial than others (Nursam, 2017:168).

The environment in which workers operate has a big influence on improving productivity and creating a positive work environment. The term "work environment" refers to both tangible and intangible factors that are present in an employee's workspace and have the ability to influence people and their work in a direct or indirect way (Ferawati, 2017). A comfortable and work-friendly environment will improve worker performance. However,

unfavorable work conditions can also have a negative impact on employees' performance levels within a company. Moreover, a supportive work environment motivates coworkers to assist one another in completing assigned duties (Wardhani, et al. 2016). To sum up, the work environment encompasses all the things that are around employees and have an impact on their performance in completing the tasks that have been allocated to them.

Every employee hopes to be happy at their place of employment. Since each person's level of job satisfaction differs depending on the values that are important to them, job happiness is essentially a personal concern. The more attributes that fit a person's preferences, the more satisfied they are with their work. However, rather than reflecting aspirations for the future, feelings linked to job satisfaction and discontent typically represent the workforce's evaluation of recent and previous work experiences. Thus, it can be said that work values and basic requirements are the two primary elements impacting job satisfaction (Robbins, 2014 in Widyanti 2019: 148).

Consequently, a workers positive attitude toward their work, which includes their thoughts, feelings, and actions, as well as their evaluation of their job as a token of appreciation for realizing one of the primary goals of their employment, can be characterized as job satisfaction. Job satisfaction has been used as a performance metric in many research.

The technique of calculating the number of man-hours required to finish a task within a specific time frame is called workload analysis. It also seeks to ascertain the number of workers required to do a task and the extent of authority or workload that can be assigned to a worker. The amount of time required to finish the task will be determined by dividing the content of the work that has to be done by the average work results of one person. It will determine how many workers are required based on how many hours each worker puts in. To meet the appropriate staff needs in terms of number, time, and quality, an agency's personnel needs must be carefully planned. It will be possible to obtain a quantitative and qualitative picture of the workforce requirements—detailed by position and work unit—through the workload analysis research that was carried out.

The phenomena that affects staff members at the Belitung Timur District Health Office is the reason the author want to investigate this item. The author was motivated to conduct additional study after receiving numerous complaints about the level of service provided by employees. The author uses the phenomenon that takes place to gauge how well staff are performing at the designated location.

The Belitung Timur District Health Office is driven to enhance its performance in order to deliver excellent services by giving its personnel enough facilities so they may work as efficiently as possible. This is due to the growing demand for health information and services.

## LITERATURE REVIEW

Managers need to think carefully about the work environment that exists in their organization. Although the workplace does not carry out the

production process for a corporation, it does directly affect the employees who do. The work environment is the place where employees conduct their daily operations.

According to Nitisemito in Ferawati (2017), the work environment is everything that is near to employees and could affect how well they perform the tasks assigned to them, such as the availability of air conditioning (AC), enough lighting, and other amenities. An employee's work environment is composed of various elements such as temperature, humidity, ventilation, lighting, noise level, cleanliness of the workspace, and equipment appropriateness. (Dessler, 2015:63)

As per Juniarti (2021:39), the work environment encompasses all the instruments an individual uses, the surroundings in which they operate, and their work techniques, all of which have an impact on their job, both individually and collectively. Meanwhile, the setting in which workers perform their regular tasks is referred to as the work environment (Hasibuan, 2019:78).

Septianto (2010: 15) asserted that the following elements can affect how a work environment is formed: air temperature, noise level, light or illumination, safety at work, and employee relations. Light or illumination is highly advantageous for workers to ensure their safety and productivity. As a result, it's important to notice whether there is illumination that is both bright and subtle. unclear lighting, which makes work sluggish, leads to a lot of mistakes, and finally results in inefficiency in doing tasks.

According to Septiano in Hustia (2020: 84), the work environment is influenced by three factors: the work atmosphere, coworker connections, and the availability of work facilities. A nice work environment with clear lighting, peaceful music, and safety at work is what every employee always wants. Since it begins with the worker's comfort, it can boost motivation at work.

It is anticipated that in a pleasant work environment, employees will be more likely to work with a high degree of discipline due to the possibility of potential regulatory violations, will be more enthusiastic about their work, and will feel accountable for their tasks and that nothing will get in the way of completing them.

"An efficacious or affective reaction to diverse facets of labor" is what job satisfaction is, according to Kreitner and Kinicki in Widyanti (2019; 148). "The degree to which an employee feels that their work is enjoyable is known as job satisfaction" is how Davis and Newstrom define it. "a broad perspective on one's work that demonstrates the discrepancy between the compensation that employees receive and what they feel they are entitled to" is what Robbins (2014: 78) defines as job satisfaction.

Job satisfaction is not a single idea; rather, it is an affective or emotional response to several facets or components of one's employment. It is possible for someone to be somewhat content with one area of their work while being unhappy with one or more other aspects. A (positive) attitude that employees have toward their work is known as job satisfaction, and it develops as a result of an evaluation of the working environment. One of the occupations may be subject to an assessment; this is done as a token of gratitude for reaching a key

workplace value. Contented workers would rather like their workplace than detest it.

The factors commonly used to measure employee job satisfaction according to Herzberg (in Robbins, 2014), namely:

- 1) The primary source of fulfillment is the work itself, which offers engaging assignments, chances for learning, chances for people to take on responsibility, and prospects for progress.
- 2) Promotion – that is, the chance to grow professionally and intellectually – is a crucial factor in moving up the organizational ladder and bringing about happiness.
- 3) Supervision, or the capacity of the supervisor to offer both behavioral and technical help. The first is employee-centered, which is determined by how much the manager shows concern and employs personal interests. The second is an environment where employees can participate in or have an impact on decisions that may affect their work.
- 4) The easiest way to get job happiness is through your coworkers, especially your cooperative coworkers. Individual members of work groups, particularly small teams, might find solace, counsel, support, and help from their peers.

Work criteria set by the company based on the nature of the work are used to determine an individual's workload. It won't be an issue if the majority of workers perform in accordance with business requirements. On the other hand, an excessive workload is present if workers perform below expectations. Conversely, if workers exceed expectations, it may indicate that the standards are lower than what they are capable of. According to Robbins (2014:90), perception determines whether a workload is favorable or bad.

According to Soeprihanto in Tjiabrata 2017, a workload is the total number or variety of duties that a position holder or organizational unit must complete in a given period of time. In summary, in order to get high work harmony and productivity, an employee must consider the definition of workload in addition to other burdensome variables brought on by the workplace and accessible resources.

In this study, the workload indicators used adopted the workload indicators used in research conducted by Putra in Nabawi (2019) which include, among others:

- 1) Objectives should be met  
Individual opinions about the scope of the job targets assigned to them, such as those for packing, rolling, grinding, and shipping. opinions of the tasks that need to be finished in a specific amount of time.
- 2) Goals ought to be accomplished  
Individual views regarding the extent of the job objectives (e.g., packing, rolling, grinding, and shipping) that have been allocated to them. thoughts on the assignments that must be completed within the allotted time.
- 3) Workplace Guidelines  
The perception that a person has of their work, such as the emotions that

surface over the amount of work that needs to be done in a specific amount of time.

4) Use of Time

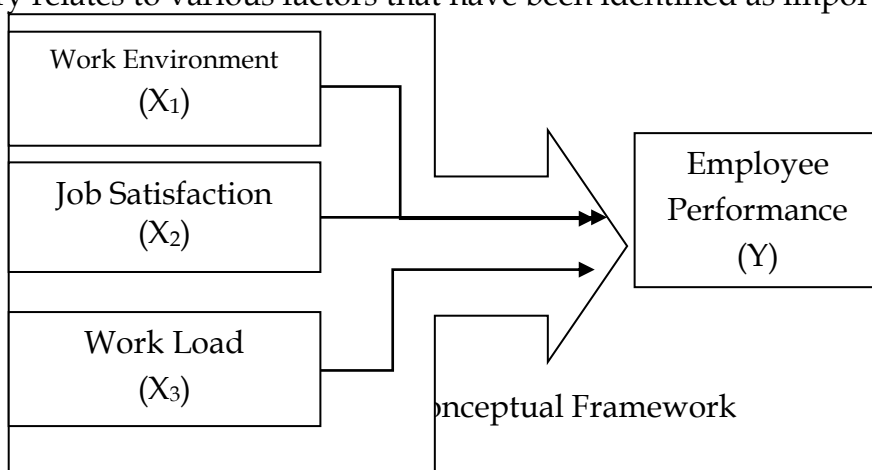
Includes the amount of time needed to carry out a work process

Employee performance is a manifestation that they carry out and is typically the foundation for employee evaluation. Reaching corporate objectives starts with delivering quality work. As a result, performance evaluation is required to ascertain the caliber of work produced by employees. Organizations use the performance evaluation process to determine how well their employees are performing their jobs. Comparing an employee's work results to a work standard is one way to assess their performance. An employee's performance can be classified as good if the work results they achieve surpass the work standard. A worker who produces work that falls short of expectations is also considered to have bad performance.

The ratio of employee performance outcomes to the quantity and quality requirements that employees create is evaluated by Hasibuan (2019) performance evaluation. Drawing from the various perspectives presented above, it can be said that performance evaluation is the process through which leaders review the work performance of their staff in order to meet the goals set forth by the organization. Employee work efforts within a specific time frame have aims, goals, and objectives known as performance standards. Employees must, of course, focus all of their ideas, abilities, energies, work time, and expertise toward achieving the goals outlined in the performance criteria.

Employee performance indicators according to Hasibuan (2019: 95) Civil Servant Employee Performance Assessment has been regulated in government regulations concerning Civil Servant Work Implementation Assessment (DP3) which is currently known as Employee Work Targets (SKP), which include: Kesetiaan, Kejujuran, Kedisiplinan, Kreativitas, Kerja Sama, Kepemimpinan, Prakarsa, Tanggung Jawab, dan Standar Kerja

Sugiyono (2014) states that A framework for thinking is an understanding that underpins other understandings, an understanding that is the most fundamental and serves as the basis for every thought or method from the entire research that will be conducted. It is a conceptual model of how theory relates to various factors that have been identified as important.



## METHODOLOGY

This study falls under the category of quantitative research. After the data is gathered, it is quantitatively examined using descriptive or inferential statistics to determine whether or not the hypothesis is supported. In order to enable generalization of study findings to the community from which the sample was drawn, quantitative research is typically carried out using randomly selected samples (Sugiyono, 2014).

The population is the total of all the things or subjects under study that have distinct, comprehensive qualities (Hardani, 2020). The 60 participants in this study were all staff members of the East Belitung Regency's Health Office of Population Control and Family Planning.

Based on this study, the author selected 60 respondents, or 100% of the population, from the Health Office of Population Control and Family Planning in the East Belitung Regency since the population does not exceed 100 respondents. Therefore, the census technique refers to the utilization of the entire population as observation units without the need to draw study samples.

This study's analysis makes use of a multiple regression analysis technique. The following formula will be applied to the analysis of the collected data:

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

The data analysis technique used in this study to determine whether the work environment, workload, and job satisfaction have an effect on employee performance (Y) is multiple linear regression. Based on the results of data processing calculations carried out with the SPSS for Windows program, a multiple linear regression equation is generated.

## RESULT AND DISCUSSION

Table 1. Multiple Linear Regression Analysis Results

Model	Unstandardized Coefficients		t <sub>hitung</sub>	Sig
	B	Std. Error		
Constant	.061	1.470	.042	.967
Work Inviroment (X <sub>1</sub> )	.434	.153	2.827	.006
Job Satisfaction (X <sub>2</sub> )	.513	.184	2.780	.007
Work Load (X <sub>3</sub> )	1.379	.183	7.513	.000

Based on the calculation results above, the multiple linear regression equation is obtained as follows:

$$Y = 0.061 + 0.434 X_1 + 0.513 X_2 + 1.379 X_3$$

The degree to which the independent variables of workload, job satisfaction, and work environment are related to the dependent variable of employee performance (Y) is indicated by the correlation coefficient value, which stands at 0.959. The variables of work environment, job satisfaction, and

workload have a very significant link with the variable of employee performance (Y), as indicated by the correlation value of 0.959, which is between 0.8 and 1.

Table 2. Coefficient of Determination

Coefficient of Determination										
Model Summary <sup>b</sup>										
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.959 <sup>a</sup>	.919	.915	1.638	.919	212.296	3	56	.000	1.905
a. Predictors: (Constant), TX3, TX1, TX2										
b. Dependent Variable: TY										

The coefficient of determination, or R<sup>2</sup> value, indicates how well the model can explain the variation in dependent or independent variables, such as the Employee Performance variable. The results of the SPSS calculation showed an R<sup>2</sup> value of 0.919, which indicates that 91.9% of employee performance can be explained by the variables of workload, job satisfaction, and work environment. The remaining 8.1% are affected by variables that are not part of the model under investigation.

Table 3. Simultaneous F Test

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1708.692	3	569.564	212.296	.000 <sup>b</sup>
	Residual	150.241	56	2.683		
	Total	1858.933	59			
a. Dependent Variable: TY						
b. Predictors: (Constant), TX3, TX1, TX2						

Based on Table 4's F count value of 212.296, which is more than the F table of 2.77, it is plausible to deduce that H<sub>0</sub> is rejected and H<sub>1</sub> is authorized. This suggests that employee performance is influenced simultaneously by the independent variables of workload, job satisfaction, and work environment.

The research data processing results indicate that the Work Environment variable (X<sub>1</sub>) significantly improves Employee Performance. At a significance level of 5%, H<sub>0</sub> was rejected since the t count of 2.827 was found to be more than the t table of 2.003.



The processing of research data indicates that Employee Performance is significantly positively impacted by the Job Satisfaction variable (X2). At a significance level of 5%, H0 was rejected since the t count of 2.780 was found to be more than the t table of 2.003.

Tabel 4. Partial T-test

Coefficients <sup>a</sup>											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	.061	1.470		.042	.967					
	TX1	.434	.153	.159	2.827	.006	.775	.353	.107	.456	2.192
	TX2	.513	.184	.222	2.780	.007	.887	.348	.106	.227	4.414
	TX3	1.379	.183	.634	7.513	.000	.945	.709	.285	.203	4.936

a. Dependent Variable: TY

The research data processing results show that the Workload variable (X3) has a considerable positive influence on Employee Performance. H0 was rejected at a significance level of 5% because the computed t was 7.513, which was more than the t table of 2.003.

Due to the highest beta value of 0.634, Workload is the variable with the greatest influence.

It is evident from the value of the multiple linear regression equation above that the variables Work Environment (X1), Job Satisfaction (X2), and Workload (X3) all show positive regression coefficient values. This implies a unidirectional or positive link between the factors and Employee Performance (Y), the dependent variable. This implies that if the workload, job satisfaction, and work environment all increase, so will employee performance at the Belitung Timur Regency Health Office, and vice versa. Employee Performance (Y) will decline if Work Environment, Job Satisfaction, and Workload reduce to the dependent variable Employee Performance (Y), as there is an influence and significant results from the simultaneous F test.

The correlation coefficient value (R) indicates the degree of relationship between the dependent variable, employee performance (Y), and the independent variables, the work environment (X1), job satisfaction (X2), and workload (X3). The correlation coefficient, which is 0.959, shows that the Work

Environment (X1), Job Satisfaction (X2), and Workload (X3) variables have a high relationship with the Employee Performance (Y) variable.

The coefficient of determination, or R<sup>2</sup> value, indicates how well the model can explain changes in the dependent variable (Y), in this case the Employee Performance variable. The results of the SPSS calculation showed an R<sup>2</sup> value of 0.919, which indicates that 91.9% of employee performance can be explained by the variables work environment (X1), job satisfaction (X2), and workload (X3). The remaining 8.1% are affected by variables that are not part of the model under investigation.

The elements that impact employee performance are revealed by the study's findings, which makes it possible to examine the four aspects as a guide for improving worker productivity and performance in organizations or firms to get the best outcomes. It is conceivable that additional factors exist that might affect employee performance but are not examined in this study.

The results of this study support Tjiabrata's (2017) study, which made the claim that the workload and work environment at PT Sabar Ganda Manado affect employee performance. Furthermore, Natalia Susanto (2019) supports the previous study's conclusions.

To summarize, the relationship between Work Environment (X1) and Employee Performance (Y) is significantly positive. The results of the study imply that the work environment variable has some bearing on employee performance. This is supported by the computed t value of 2.827, which is greater than the t table value of 2.003. At the 5% significance threshold, H<sub>0</sub> is rejected.

The results of the survey show that one of the factors that workers consider in order to perform better is their workplace. Institutions or organizations seeking to enhance the elements of the workplace that impact workers' comfort levels and general performance might consider the study's conclusions.

This result is in line with Tjiabrata's (2017) research, which shows that the work environment has a positive and significant impact on employee performance.

The t-value of 2.780 in the study's results indicates that the Job Satisfaction variable has a partial impact on Employee Performance, which is more than the 2.003 t-table, leading to the rejection of H<sub>0</sub> at the 5% significant level. Thus, it can be concluded that there is a noteworthy positive correlation between Employee Performance and the Job Satisfaction variable (X2).

The results of the study suggest that employees who are directly or indirectly satisfied with their workplace can perform better at work. Job satisfaction is one factor that can affect an employee's performance. Work satisfaction can be influenced by a variety of factors, including leadership or peer supervision, advancement, and the caliber of the work produced.

The present study's outcomes corroborate the research conducted by Natalia Susanto (2019), which demonstrated a favorable and noteworthy correlation between job satisfaction and employee performance.

The research findings lead to the conclusion that, at the East Belitung Regency Health Office, the Workload variable (X3) has a partial influence on Employee Performance (Y) and a considerable positive influence on it. The fact that the t-value of 7.513 is higher than the t-table of 2.003 demonstrates this. H0 is rejected at a significance level of 5%.

The outcomes of this investigation corroborate those of Tjiabrata's (2017) study, which concluded that workload improves employee performance. The same conclusion is supported by study from Rolos (2018), which shows that workload significantly affects employee performance.

This study shows that employees' high performance can be impacted by a proportionate workload. Employees that have an excessive workload may find it difficult to concentrate on their work. However, the workload assigned to the sample, which consists of East Belitung Regency Health Office staff, is proportionate in order to enhance employee performance. When viewed from the beta value on Employee Performance at the Health Office of the Regency, the variable that has a dominant influence is the Workload variable (X3), which has a 0.634 value on Employee Performance (Y), greater than the beta values of the Work Environment variable (X1) and Job Satisfaction variable (X2) on Employee Performance (Y). As a result, the Workload variable (X3) at the East Belitung Regency Health Office significantly affects Employee Performance. This suggests that the third hypothesis is not supported, namely that "The job satisfaction variable is suspected to be the primary influencing factor for employee performance at the Health Office of the East Belitung Regency."

According to the study's findings, employee performance in discharging their tasks and obligations has been impacted by the workload assigned by the health office. This suggests that the workload provided by the health office of the East Belitung Regency has been in line with what was intended. Particularly in the work target indication, where the mean value is highest. This indicates that reaching job goals has never presented a challenge for Health Office personnel.

## **CONCLUSIONS AND RECOMMENDATIONS**

The following conclusions were made in the study on the analysis of the impact of work environment, job satisfaction, and workload on employee performance at the East Belitung Regency Health Office based on the findings of the research and discussion:

- 1) Work environment, job satisfaction, and workload all have an immediate effect on employee performance at the East Belitung Regency Health Office. This indicates that the study's initial hypothesis—that is, that employee performance at the East Belitung Regency Health Office may be influenced simultaneously by workload, job satisfaction, and work environment—is deemed to be credible.
- 2) This is corroborated by the F test's significance value of 0.000, or less than 0.05, which shows that the workload, the workplace culture, and job satisfaction all significantly affect employee performance concurrently (Y).

- 3) At the East Belitung Regency Health Office, work environment, job satisfaction, and workload all have a partial impact on employee performance. As a result, the study's second hypothesis – that there may be a partial relationship between workload, job satisfaction, and work environment – is accepted. The employee performance at the East Belitung Regency Health Office is affected by these variables. This indicates that Work Environment, Job Satisfaction, and Workload have a somewhat significant effect on Employee Performance, with the sig value in the t-test of each variable being less than 0.05.
- 4) At the East Belitung District Health Office, workload is the primary factor influencing employee performance. As a result, the study's third hypothesis – that "job satisfaction is the most dominant variable on employee performance at the East Belitung District Health Office" – is deemed to be unacceptably false.

### ADVANCED RESEARCH

The study's findings can be applied to the Health Service of East Belitung Regency, as workers perceive workload to be the most important factor in determining how well they perform at the institution. Therefore, it is thought that the institution must assign a workload that is reasonable and proportionate in order to maintain stable worker performance going forward.

Research in the context of private businesses, where the rules enforced differ from those in the context of governmental organizations, as well as the tasks that need to be accomplished, may be attempted by future researchers.

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